



Los Angeles County Commission on Local Governmental Services

383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012
(213) 974-1431 Fax (213) 633-5102

Chairperson
Richard J. Rosenthal, CRE

Vice-Chairperson
Patricia G. Gray

Wendy M. Brogin,
A.I.C.P.

Walter P. Coombs
Shana E. Epstein.

Gordon Gray
Rodrigo A. Guerra, Jr.

Algird Leiga

Sharon Martinez

Deborah H. O'Connor

Kenneth D. Rozell

William Selditz

David Spence

Terri Tippit

Benjamin "Frank" Venti

MINUTES

March 2, 2004 Meeting
830 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Chairperson Rosenthal called the meeting of the whole to order at 9:14 a.m.

APPROVAL OF FEBRUARY 3, 2004 MINUTES

This item is continued to the April 6, 2004 meeting

CHAIRPERSON'S REPORT

Chairperson Rosenthal continued administrative matters to the April 6, 2004 meeting.

PRESENTATION ON THE ROUTING OF CELLULAR 911 AND CALLBOX CALLS

Chairperson Rosenthal provided an overview of the Commission's interest in this issue and how the Commission could be of assistance to parties in this issue.

Tom Prigatano introduced Lieutenant M. L. Mielke and Marghi Davidson; and provided an overview of Los Angeles Communication Center for the California Highway Patrol operations. The Center is 1 of 22 in the State. It serves ten area offices in the County. Last year the Center received a total of 2,145,537 emergency calls. Of these calls 28% were classified as "Butt" or "Deadline" calls meaning they were accidental or crank calls. The Center transfers 27,080 calls monthly to other agencies. Mr. Prigatano also discussed 911 handling, implementation, program integration, center routing issues, PSAP concerns and the privatization of highway call boxes in interval blocks of 450, called the Callbox Project.

Chairperson Rosenthal inquired if the CHP equipment can distinguish point of origin on the cellular 911 calls. Tom Prigatano stated they could not at this time. Three years ago they installed caller ID, but the operator still had to obtain information on the caller which slowed the process. Chairperson Rosenthal asked if the GPS System would improve the system once it is installed. Ella Sotelo, 9-1-1 Coordinator, Los Angeles County, stated if an individual with a GPS feature were to call in there would be no change in the CHP response at this time unless the call came in through the "Enhanced 911" trunk system. These new trunk systems are in the process of being installed.

Chairperson Rosenthal asked about the statutory requirement of providers to convert client/customer bases to the GPS System. Ms. Sotelo stated the providers have sought and received extensions from the FCC to move the target date. The State is expected

to complete its conversion by the end of 2005 so there will not be any further extensions requested by the providers. Los Angeles County is a top priority in this project.

Chairperson Rosenthal asked if agencies hesitant to participate have been identified. Ms. Sotelo stated the key function at this time is to clear the system of problems before canvassing participation in the program. Many agencies have reexamined the issue since they are receiving the wireless calls transferred by the CHP to their trunk lines. Agencies who do not accept the program will receive an increased call volume after the conversion.

Staffing recruitment, training, retention and adequacy factors were also discussed.

Lt. Mielke reported that last month the Los Angeles Sheriff's Department introduced a piece of technology at their communication center called the AC-1000 allowing the Sheriff's Department to interact and relay information to the Secret Service, CHP, Los Angeles Police Department and the Long Beach Police Department simultaneously. Each agency has a separate radio frequency and the AC-1000 allows for instant communication between agencies in an emergency situation.

Chairperson Rosenthal asked if there were contingency plans covering life threatening situations should the CHP be unable to get through to the responder. Lt. Mielke reported that the CHP has "backdoor" numbers to supervising personnel at various agencies should this scenario arise. He provided a breakdown of filtered calls patched through to the allied agencies in and outside the County.

Chairperson Rosenthal inquired if American Medical Response (AMR), a medical transportation provider, is a first responder. Lt. Mielke stated that under their legislative mandate they are not. As for emergency responses the County has a Memorandum of Understanding (MOU) with the nine surrounding counties. The State is securing \$5 million for the purchase of 17 AC-1000 for installation throughout the State in the CHP communication centers.

Chairperson Rosenthal inquired if there is any uniformity in training for dispatchers between the PSAPs. Marghi Davidson, Supervisor, Los Angeles Communication Center, California Highway Patrol stated there is a post training for dispatchers and most PSAPs will not look at a potential dispatcher unless they have the certification.

WIRELESS 9-1-1 UPDATE

Ella Sotelo, 9-1-1 Coordinator, Los Angeles County, provided an update on the State's efforts to unify the cellular system and its compliance with federal regulations. She stated that Los Angeles County is the primary target for the cellular system since it has the largest concentration of cellular activity. Once the system is up and running it will be a model for other counties' conversion.

Chairperson Rosenthal thanked the guests for the informative update and offered the services of the Commission to provide a neutral forum for all participants to ensure this is a successful project.

STUDY COMMITTEE AND TASK FORCE REPORTS

There were none.

MATTERS NOT ON THE POSTED AGENDA (TO BE PRESENTED AND PLACED ON THE AGENDA FOR A FUTURE MEETING)

Commissioner Leiga asked the Commission to explore the issue of the County's mental health services. Chairperson Rosenthal recommended the discussion continue at the next meeting.

PUBLIC COMMENTS

There were none.

ADJOURNMENT

The meeting was adjourned at 11:02 a.m.

ATTENDANCE

MEMBERS PRESENT

Richard Rosenthal
Shana Epstein
Kenneth Rozell
Rodrigo A. Guerra, Jr.
Algird Leiga
Debby O'Connor
David Spence

MEMBERS NOT PRESENT

Patricia Gray
Wendy Brogin
Walter Coombs
Angela Gibson
Gordon Gray
Sharon Martinez
William Selditz
Frank Venti

STAFF

Ken Wales
Peter Papadakis

GUESTS

Lieutenant M. L. Mielke, Los Angeles Communication Center, California Highway Patrol
Tom Prigatano, Supervisor, Los Angeles Communication Center, California Highway Patrol
Marghi Davidson, Supervisor, Los Angeles Communication Center, California Highway Patrol
Ella Sotelo, 9-1-1 Coordinator, Los Angeles County
Dean R. Smith, Intergovernmental Relations, Los Angeles County Chief Administrative Office
Bruce Staniforth, Executive Director, LAC Citizens' Economy & Efficiency Commission